Telemedicine has the opportunity to transform a physician's practice. As the service becomes more readily available through health plans and employers, patients are expecting more from their own physician. It makes sense for a patient to have the choice to see their own doctor for continuity of care and comfort in times of illness and uncertainly.

TMA created the evaluation tool to help Texas physicians with some of the criteria to consider in the selection of telemedicine vendor products.

Company Information	
Company name	
Address	
Company contact	
Website	
Product name and version	
How long has the company been in business?	
How many employees does the company have?	
How long has the product been offered?	
Does the product comply with federal (HIPAA) and state privacy and security requirements?	
Is the company involved in any litigation with a customer?	
How many Texas physicians currently use the product? How many are new within the last year?	
How many physicians nationwide use the product?	
Are you endorsed by any medical societies?	
Which health plans (if any) are you affiliated with? And, how do those affiliations impact your business model?	
Functionality	
What are the technical requirements to use the product?	
Does the product integrate with electronic health records (EHRs)? If so, which ones? What is the cost?	
Is any personal health information (PHI) stored on the device?	
Can the product be customized for the physician practice (to include the practice logo, forms, etc.)?	
How are patient profiles created in the app?	
Describe the patient appointment experience (virtual waiting room, on-demand, etc)?	
Does the product have preloaded "pre-visit" questions the patient can complete prior to the appointment and if so, are they customizable?	

Does the product capture patient history and records that can be transferred or exported to an EHR?	
Does the product have a behavioral health module or features?	
Are there any built-in clinical decision support features?	
Does the product have e-prescribing capabilities?	
Describe the product's billing capabilities and how it works when billing patients and insurance companies?	
Does the product capture patient insurance?	
What devices are compatible with the product?	
What operating system is optimal for product operation? (IOS, Android)	
What browser is optimal for product performance? (Google Chrome, IE, Firefox)	
What equipment is necessary for my practice to use the product?	
What are the equipment and technical requirements for patient use?	
What upload and download speeds are necessary for product performance?	
What are the storage capabilities? (file and photo)	
Does the product support HD video?	

Which of the following chat capabilities are available?
  Secure text;
  Voice and video chat;
  Group chat;
  Colleague chat	

Does it support live (synchronous) videoconferencing?	
Does it support store-and-forward (asynchronous) videoconferencing?	
Does it support remote patient monitoring (RPM)? (connected electronic tools to record personal health and medical data)	
Does it support Mobile health (mHealth)? (health care and public health information provided through mobile devices)	
Does the product have language translation capabilities? If so, how many languages? Is there an additional cost for this service (and how much)?	
Does the product have the ability to import and export consults?	
Does the product have settings for physician availability and estimated response times?	
Does the service allow me to connect to only my patients?	

Are non-patients able to contact me via the product?	
Can the product be customized for my practice?	
Does the product have an analytics dashboard?	
Which physician specialties is the product tailored towards supporting? What sort of customization, if any, is needed for specialties?	
What is the frequency and depth of upgrades?	

Training, Support and Maintenance	
Does training occur onsite or remotely?	
Is there flexibility with training methods (e.g., individual vs. group training based on practice needs)?	
Will a dedicated support person be available during "go live", in case of any difficulties?	
Is implementation support available? If so, is it onsite or remote?	
Does the company have technical support for physicians and patients? If so, what are the hours of operation?	
Is the company's tech support outsourced? If so, is it US-based or foreign?	
What is the process for enhancement or customization requests?	
How are system failures addressed?	
Does the system require regularly scheduled down-time for backups, system maintenance, etc?	

Pricing	
Does the product have a monthly or annual subscription fee? What is the cost?	
How are the software licenses issued?	
What is the cost per practitioner (or concurrent user) for entire package? What does the price include?	
What is the cost of set-up/installation?	
What is the cost of equipment?	
What are the training costs?	
Is there an ongoing cost for maintenance, support and upgrades? If so, what is the cost for each?	
What is the cost for customization? (Can be an average or hourly rate)	